

Jagraj Singh

(206) 304-3009 | jagrajs@icloud.com

Work Experience

Microsoft

Web Sales & Support Associate | Remote

April 2021—Present

- Provide technical support through email, chat, and video channels to customers worldwide.

Xbox Refunds Associate | Remote

March 2020—April 2021

- Analyze customer data for financial troubleshooting and fraud prevention.
- Independently automate workflow using Python reducing case time from 4 minutes to 1.5 minutes.

Product Advisor | Redmond, WA | Bellevue, WA

May 2018—March 2020

- Troubleshoot and resolve common PC and Xbox technical problems.
- Lead hands-on demos of Microsoft products to create new fans and drive excitement.

City of Seattle (Finance and Administrative Services)

Vaccination Site Data Entry | Seattle, WA

March 2021—June 2021

- Ending the COVID-19 pandemic by performing patient data entry and providing language/mobility access to all.

Featured Projects

[Portfolio Website](https://jagrajsingh.com) — <https://jagrajsingh.com>

A minimal portfolio website resembling a dark themed Jupyter Notebook created effortlessly with Jupyter Lab.

Technologies: Jupyter, HTML, CSS, LaTeX, GitHub

[MIT Course View Count Analysis](#)

Collected, cleaned, and visualized YouTube MIT course view count data to gain insight on course completion.

Technologies: Python, pandas, matplotlib, YouTube Data API, JSON, Data Analysis, Web Scraping

Education

Bachelor of Arts in Communications | University of Washington

2014—2017

Coursework included advanced public speaking and advanced mathematics.

Skills

Programming Languages Python (numpy, pandas, matplotlib, scipy, sympy)

Database Management SQL

Web & Markup HTML, CSS, JSON, XML, LaTeX, Google Analytics

Productivity Excel (pivot tables, macros, Visual Basic for Applications (VBA), power query)

Visualization Illustrator, Photoshop

Languages: English, Punjabi